R.J.Reynolds Tobacco Company 02/16/95 CRIS Case Summary

Case 1993665 Last Edit Date: 02/15/95

Acct# :
Name : Mr. Charles Springard
Address: P. O. Box 1225
Little Falls, NJ 07424

Home Ph: 201-812-1409
Work Ph: - -

Date Occurred: 00:00
Date Received: 02/15/95 14:40
Date Closed : 02/15/95 14:45

When Referred :
Referral Resp Due :
Referral Resp Recd :

Letter Code:

DM	T&D	REP
1224		
1225		
1226	✓	Z
1229		
1230		
PTC	SAM	
ROM	PA	SC
RM	PC	MC
1240	1242	SAM

Check Amount : $ 0.00
Coupon Amount: $ 0.00

Controllable : N

D.O.B. : 06/11/50
Age : 44

Initial Representative	: P. K. Berrier
Last Representative	: P. K. Berrier
Method of Contact	: call
Type of Contact	: Complaint
Type of Customer	: RJR Smoker
Product Brands	: No Entry
Promotions	: Winston General Market - Promo-General
Reason for Contact	: Other Promo Issues-Detailed Text Required
Priority	: No Entry
Action Taken	: resolved referred no further crd followup
Referred To	: Division Manager
Store Type/Class of Trade	: No Entry
Root Cause	: No Entry
Source of Contact	: No Entry
Survey	: Yes
Satisfaction Tracking System	: P. K. Berrier
Promo Type	: Other
Contact by Family	: Winston
Fulfillment House	: No Entry
Plant	: No Entry
Sales Divisions	: 1226 - North Jersey

Type: C Representative: P. K. Berrier
In Date: 02/15/95 14:43 Due Date: 00:00 Done Date: 00:00
Desc: Who:
b3q3f of the Winston Selects and store charged him extra for this product promo than the regular price of a pack of cigs - usually pays $2.10 for a pack but was charged $7.80 for the b3g3f ($2.60 a pack) - wants to know why the retailer can do this - claims paying for the complimentary product - name of store is: Valley Spa, Main Street, Little Falls, NJ 07424

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Source: https://www.industrydocuments.ucsf.edu/docs/nxdy0000